

NETWORK MANAGER REPORT



APRIL 2006

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

April is historically known by many as the tax filing season. With applications servicing both corporate and individual taxes, Alabama Interactive stayed busy processing transactions for the Department of Revenue and the Department of Industrial Relations. During the month of April, AI also completed three new agency applications. In addition to developing current requests, AI met with three agencies to discuss new service offerings and opportunities.

Highlights during the month were:

- The Home Builders Licensure Board launched their online application for expired licensure. This application will allow expired licensees to pay their fines and bring their license to a current status online.
- The Alabama Department of Public Health, Emergency Medical Services (EMS) division launched the EMS license renewal application. This application will allow emergency medical professionals, such as ambulance drivers to renew their certification online. The agency is using this initial launch as a testing period for their late renewals.
- The Alabama Board of Nursing launched its Pay Fee/Fine application. This application will allow nurses to pay applicable fees and fines associated with their licensure privilege.
- The Department of Industrial Relations merchant service application processed over six million dollars in statutory revenue during the month of April. This increase shows the tremendous growth and continued adoption of this application.
- The Alabama Department of Revenue experienced strong year over year adoption with their tax extension application. The applications peak usage is on April 15th of each year, which is the deadline for submitting taxes. This year, the application experienced a 44 percent increase in user adoption, equating to almost 13,000 extension requests filed electronically. Each transaction filed online creates multiple efficiencies for the agency, to include to elimination of reentering and imaging these requests.
- Alabama Interactive met with Dorothy Harshbarger, with the Department of Public Health to present a demonstration version of NIC's Electronic Death Registration System. This system is a highly complex and state-of-the-art product based on the business rules of the State of Hawaii and the National Association of Public Health Statistics and Information Systems (NAPHSIS). If interested, AI could have a fully operational system in place in Alabama in less than one year.

Marketing

The Digital Summit was a great success! The guest speakers Al Sherwood, former Deputy CIO of Utah, from the Center for Digital Government and David McClure, Vice President of Research, from the Gartner Group delivered very powerful presentations. Many of the post summit survey responses showed interest in continuing these efforts into the future. Complete summit packages have been delivered to Governor Riley and Lt. Governor Baxley.

The marketing team designed a flyer to be included in the Department of Conservation's mail-out to their remaining paper based agents. This flyer is an additional effort to convert agents to the online licensing system. The flyer should be mailed to the agents during the first week of May.

Customer Service

Throughout the spring, but especially this April our customer service team worked hard to assist citizens with their Alabama Department of Revenue Tax Extension and Estimation online applications both through chat and telephone. There was a significant increase in usage this year thanks in large part to the efforts of both ADOR and Alabama Interactive. ADOR leveraged its tax workshop audiences to draw citizens online to the tax extension program. Citizens were also made aware of the existence of the Online Tax Extension program through press releases and alabama.gov.

Within eleven minutes of using the Live Chat feature, a lawyer from New York received the information he or she had spent months searching for. This lawyer left the following feedback after receiving the information: "I am so grateful for the asst. to my client. I have been seeking this asst. since Jan/06 and have knocked on many doors without response. Today I was asst. by Alabama Legal Service in Dothan thanks to your live chat.... Congratulations on a job well-done."

Development

In April the AI Dev-Share team took additional steps to prepare for development of .NET applications, discussing various practices and procedures that need to be followed to create secure and robust applications in .NET. The Dev-Share team also discussed the implementation of a comprehensive bug tracking and ticketing system that would allow for better management and maintenance of the growing project portfolio.

April was a successful month for the development team as some applications that have gone through extensive testing have been pushed into production this month. May is already looking like another successful month for the development team as there are already several applications scheduled to go live in the early to middle parts of the month.

PROJECT REPORT

COMPLETED!

Completed in 2002

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| Alabama Board of Nursing | <ul style="list-style-type: none">· Renewal of Registered Nursing License· Reactivation of a Nursing License· Reinstatement of a Nursing License |
| Alabama Department of Public Safety | <ul style="list-style-type: none">· Electronic Access to Motor Vehicle Records |
| Alabama Real Estate Commission | <ul style="list-style-type: none">· Renewal of Real Estate Licenses· Broker/Agent Certification |
| Alabama Secretary of State | <ul style="list-style-type: none">· Merchant Services |

Completed in 2003

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| Alabama State Banking Dept. | <ul style="list-style-type: none">· Renewal of Small-Loan and MiniCode License· Renewal of Pawn Broker License· Renewal of Mortgage License |
| Alabama State Bar | <ul style="list-style-type: none">· Membership Renewal |
| Alabama Board of Chiropractic Examiners | <ul style="list-style-type: none">· Renewal of License· Licensee Verification |
| Alabama Department of Conservation and Natural Resources | <ul style="list-style-type: none">· Online Hunting and Fishing Licenses· Hunting and Fishing Licenses/Point-of-Sale· Probate Court Point of Sale Hunting and Fishing Licenses· Oak Mountain Bow Hunt Registration· Outdoor Alabama Subscription |
| Alabama Department of Finance, Office of the CIO | <ul style="list-style-type: none">· Alabama State Portal |
| Alabama Department of Insurance | <ul style="list-style-type: none">· Merchant Services· Merchant Services for Provider Renewals |
| Alabama Board of Nursing | <ul style="list-style-type: none">· License verification and disciplinary status-Subscriber· Name and Address Change· LPN Renewal |
| Alabama Real Estate Commission | <ul style="list-style-type: none">· Instructor License Renewal |
| Alabama Department of Revenue | <ul style="list-style-type: none">· Sales, Use and Lodging Tax Filings· Refund Status for Individual Income Tax |
| Alabama Secretary of State | <ul style="list-style-type: none">· UCC (Uniform Commercial Code) Filings |

Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Alabama State Board of Chiropractic Examiners	-Initial Facility Permit -License Renewal Updates for 2005
Alabama Department of Environmental Management	-“Smoke School” Registration -Smoke School Fall Registration Updates
Alabama Department of Industrial Relations	-Workers Compensation CE Registration -Unemployment Quarterly Tax Updates

Alabama Department of Public Health	-Children's Health Insurance Program Payments -Provider Service Facility Renewal
Alabama Real Estate Commission	-Continuing Education Course Renewal -Change of Information
Alabama Department of Revenue	-Income Tax Extension Application -Trip and Fuel Permits
Alabama Board of Registration for Foresters	-License Renewal
Alabama Plumbers and Gas Fitters Board	-Merchant Services
Real Estate Appraisers Board	-License Renewal
Alabama Board of Public Accountancy	-License Renewal
Alabama Board of Nursing	-Military Nurse Renewals -LPN Renewals
Alabama Board of Pharmacy	-Institution (hospital) License Application
Alabama Board of Examiners in Speech-Language Pathology and Audiology	-License Renewal
Alabama Homebuilder Licensure Board	-Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	-License Renewal
Alabama Public Service Commission	-Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	-Marine Resources Point-of-Sale -Local Probate Update
Alabama State Banking Department	-Multiple License Renewal -Updates to Mortgage and D.P.
Alabama Board of Architects	-License Renewal

Completed for 2006

Agency	Application	Description	Status
Alabama Licensure Board for Interpreters and Transliterators	License Renewal	This service allows professionals to renew their licenses and permits online.	This application is complete and in production.
Alabama Department of Revenue	Tax Estimations	This service allows taxpayers to file their current year tax estimations.	This application is complete and in production.
Alabama Real Estate Commission	Simple Transfers	This service allows licensees to activate or deactivate their existing license with a real estate company.	This application is complete and in production.
Alabama Department of Mental Health and Mental Retardation	Case Manager Online Subscription Services	This interactive service allows case managers to complete training and certification via the web.	This application is complete and in production.
Alabama Board of Nursing	Pay Fee/Fine Application	This will be a service to allow Nurses to pay a fee/fine online	This application is complete and in production.
Alabama Department of Public Health	E.M.S. License Renewal	This service will allow E.M.S. professionals to renew their licenses online.	This application is complete and in production.
Alabama Home Builders Licensure Board	Expired individual license renewal	Allows individuals to renew expired licenses online.	This application is complete and in production.

Updates in 2006

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2006	Updates to last year's online application. Allows users to select courses and find out automatically which course they will be in.	This application is complete and in production.

Alabama Department of Industrial Relations	Workers Compensation Application Updates	This is an update to a pre-existing application for DIR	This application is complete and in production.
Alabama Real Estate Commission	Certification Updates	This is an update to a pre-existing application for AREC.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	Intranet Utility	Allows the Board to generate reports for renewals of facilities	This application is complete and in production.
Department of Public Health	Provider Facility Renewal Update	Update will allow for late fees to be charged to facilities renewing late.	This application is complete and in production.
Alabama Department of Revenue	Tax Extension	Redesign allows for corporations to file extensions	This application is complete and in production.
Alabama Department of Revenue	Tax export script updates	Scripting update for exporting to Drake.	This application is complete and in production.

IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is in agency testing.	March 2006

Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is on hold by agency.	July 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Department of Conservation and Natural Resources	Boat Registration	This service will allow citizens to register their boats online	This application is in agency testing.	March 2006
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept echeck payments.	This application is in agency testing.	April 2006
Alabama Heating and Air Conditioning Contractors Board	License Renewal	This service will allow heating and air conditioning contractors to renew their license online.	This application is in agency testing.	May 2006
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	This application is in testing.	April 2006
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	This application is in testing.	April 2006
Alabama Department of Revenue	Certificates of Good Standing	This application will allow for online access to certificates of good standing.	This application is in testing.	May 2006

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is on hold.	August 2006
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in development.	May 2006
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application is on hold until for database design. The next renewal period begins January 2007.	January 2007
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in the project planning phase.	April 2006
Farmers Market Authority	Shopping Cart	This will be a shopping cart Application.	This application is in the pre-project planning phase.	April 2006
Home Medical Equipment Board	License Renewal	This will be an online license renewal application for sellers of home medical	This application is in the development phase.	September 2006

		equipment.		
Alabama Board of Heating and Air Conditioning Contractors	License Renewals	This will be an online license renewal application for heating and air conditioning contractors	This application is in the pre-project planning phase.	May 2006
Alabama Board of Physical Therapy	License Renewals	This will be an online license renewal application for physical therapists	This application is in the pre-project planning phase.	July 2006
Alabama State Board of Public Accountancy	Firm Renewals	This will be an online renewal application for accounting firms	This application is in the pre-project planning phase.	July 2006
Marriage and Family Therapy Board	License Renewal	This will be an online license renewal application for therapists.	This application is in the development phase.	May 2006

SERVICE REQUESTS

Service Request #95

Alabama Department of Education – Online Payments

Alabama Interactive requests and recommends that this service for the Alabama Department of Education is added to the network as a charge service. The payment service application will be developed at no cost to the Alabama Department of Education.

Service Request #96

Alabama Department of Conservation and Natural Resources- Online Store for Parks

Alabama Interactive requests and recommends that this service for the Alabama Department of Conservation and Natural Resources is added to the network as a charge service. The online store application will be developed at no cost to DCNR.

Service Request #97

Alabama Department of Agriculture Industries- Online Payments

Alabama Interactive requests and recommends that this service for the Alabama Department of Agriculture Industries is added to the network as a charge service. The online payments application will be developed at no cost to AGI.

MONTH IN REVIEW

Total April AI Network Transactions:	189,117
Average Successful Request per Day:	6,304
Total April alabama.gov Visitors:	214,898
Total April alabama.gov Page Views:	1,490,154
Total April alabama.gov Chats or Offline Messages from Live Help:	944

OPERATIONS & ADMINISTRATION

Alabama Interactive is currently in the process of seeking candidates for an additional customer service position and an additional developer position.

OTHER BUSINESS/IN CLOSING

In closing, April has been a steady month for the launch of several new applications, service requests and presentations. Several new applications are under development, while several others remain in agency testing or pre-development planning.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

I can be reached at 334-261-1988, or email at wmcinnis@alabamainteractive.org

Respectfully Submitted,

Winn McInnis